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FLEET OPERATIONS – FLEET WEB SERVICES

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This product includes both the development of new web applications and the maintenance of existing web applications. These applications serve a variety of purposes. An example of web applications that Fleet Operations uses are: tracking take-home vehicles, making a reservation for automobile rentals, registering for a training class, taking a survey, reporting an accident and many others.

The hours of support required for Fleet Web Services are listed below.

Application	Support Hours	Days of Week
Fleet Web Services	Business Hours	Monday - Friday

PRODUCT FEATURES AND DESCRIPTIONS

FEATURE	DESCRIPTION
Replacement/Justification	Allows customers to approve and justify vehicle replacements.
Take Home Vehicle	Allows customers to renew or add operators that have Take Home vehicles.
Trip Log	Online application for customers to record mileage data for Take Home vehicles.
Aircraft Reservation	Online calendar - used by customers to reserve DOT planes
Online Accidents (Accident Reporting)	Online application where drivers can submit information regarding accidents that they have been in.
Online Reservations (Enterprise Rental)	Online application where users can reserve short-term rented vehicles from Enterprise Rent a Car.
Repair Price Management	Repair Price Management. RPM allows us to manage the repair pricing for fleet vehicles.

Secured Reports	Online reports covering Fleet and Fuel information.
GRAMA Online Request System	Online application for GRAMA Requests for Fleet Operations.
Online Training Calendar	Online calendar - used to register for classes.

FEATURES NOT INCLUDED

FEATURE	EXPLANATION
None.	

RATES AND BILLING

FEATURE	DESCRIPTION	BASE RATE
Web applications.	Web based applications used by customers and employees of the Division of Fleet Operations.	See DTS Approved Rate

ORDERING AND PROVISIONING

These applications are typically requested via DFO management or staff.

DTS RESPONSIBILITIES

Provides skill and knowledge in the use of web development tools, database connectivity and DFO databases.

AGENCY RESPONSIBILITIES

Provide application specifications including criteria, layout and any necessary user parameters.

DTS SERVICE LEVELS AND METRICS

In an effort to improve service to our customer agencies, DTS will measure and report on the following enterprise metric goals:

- Application Availability
- Resolution Time
- Initial Response
- First Contact Resolution
- Customer Satisfaction Surveys

Application Availability:

Application availability measures DTS' efforts to ensure agency key business applications meet the percent of availability goals identified in the agency Service Level Agreements (SLA). DTS will determine application availability based upon the collective measurement of the configuration items (both hardware and software) which are determinant to supporting the agency business services applications. These metrics will be reported each month by agency with a cumulative report showing DTS' efforts over several months and posted to the DTS Services web page at http://dts.utah.gov/metrics/index.php.

Metric Description	Target
System Availability	The system will be available 24 x 7 x 365. It will be supported by DTS during Fleet regular business hours Monday through Friday. We are striving for 99% availability during the supported hours. This will allow for unplanned down time due to unforeseen events.

Resolution Time:

Resolution time measure DTS' efforts to resolve customer incidents within the timelines set below based upon critical, high, medium and low priorities. These metrics will be reported each month, by agency, with a cumulative report showing DTS' efforts over several months. These reports will then be posted on the DTS Services web page at: http://dts.utah.gov/metrics/index.php.

Total Time to Resolution	Target: Percent of Tickets Meeting Priority Timelines
Low priority - 6 Business hours	90%
Medium priority – 4 Business hours	90%
High priority – 3 Clock hours	90%
Critical priority - 3 Clock hours	90%

Initial Response:

Initial response measure DTS' efforts to respond to customer incidents within the time lines set below based upon critical, high, medium and low priorities. These metrics will be reported each month by agency with a cumulative report showing DTS' efforts over several months. These reports will then be posted on the DTS Services web page at: http://dts.utah.gov/metrics/index.php.

Time to Initial Response	Target: Percent of Tickets Meeting Priority Timelines
Low priority – 1 Business hour	85%
Medium priority – 1 Business hour	85%
High priority – 1 Clock hour	90%
Critical priority – 30 Clock minutes	95%

First Contact Resolution:

First contact resolution measures DTS' efforts to resolve customer incidents on initial contact with either our help desk or a technical specialist. These metrics will be reported each month, by agency, with a cumulative report showing DTS' efforts over several months. These reports will then be posted on the DTS Services web page at http://dts.utah.gov/metrics/index.php.

Metric Description	Target
First Contact Resolution	**65% of all incidents reported resolved on initial contact**

Customer Satisfaction Surveys and Reporting:

All users/customers whose technical incidents are resolved by DTS staff will be given the opportunity to respond to an on-line survey regarding their level of satisfaction with the support received from DTS. Responding to the survey is voluntary.

The chart below identifies DTS enterprise goals for customer satisfaction. Cumulative monthly reports will be created displaying the customer's level of satisfaction with DTS support. These reports will then be posted on the DTS Services web page at http://dts.utah.gov/metrics/index.php.

Customer Satisfaction Target

Metric Description	Target
Average level of satisfaction with resolution efforts	≥ 4.5 on a scale of 0 - 5
Percentage of respondents expressing satisfaction (vs. dissatisfaction)	93% of respondents satisfied